

## **VIII. ARCHITECTURE TO SUPPORT INSTRUCTIONAL TECHNOLOGY**

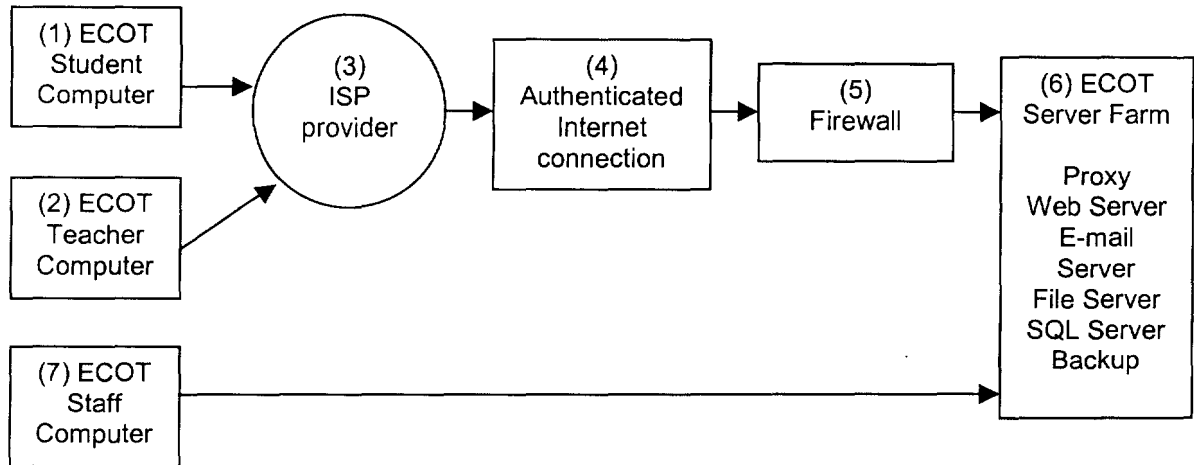
1. Students and teachers homes have the school brought to them through a dedicated telephone line (or other telecommunication service) and an ECOT-supplied computer.
2. The student version of the computer is designed and controlled through policies and restrictions in such a way that it has no open access to the Internet, but can only connect directly to the ECOT Network, and is capable of viewing only the content provided directly or indirectly by ECOT. Individual Internet web pages are made available through the Proxy server, after being evaluated by ECOT staff and teachers.
3. The teacher version of the computer also logs directly into the ECOT network, but has no restrictions on connectivity, thereby allowing the teacher to do research on the Internet as required.
4. The ECOT staff logs directly into the ECOT network from the administrative offices through a high-speed connection, for access to records, curriculum, reports, etc., and have no restrictions on usage.

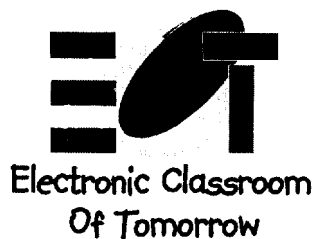
### **Simple Explanation of ECOT Network Operation**

(see simplified pictorial, below)

1. Students(1) and teachers(2) use their computers to dial a local connection. The Internet Service Provider(3) passes the username and password(4) onto the ECOT Network for authentication. Upon acceptance, the ISP connects the user directly to the ECOT system, allowing them to become a part of the Intranet.
2. The Firewall(5) keeps intruders out, while letting legitimate users into the ECOT Network(6). All access to the ECOT Server Farm is through the Firewall.
3. ECOT Administrative Staff(7) access the network from their office computers, using a direct high-speed connection to the Server Farm.
4. Inside the ECOT Network, the SQL Server holds and maintains the student database, the Web Server delivers content to the users using a standard browser interface, the File Server holds the users' stored documents, the E-mail Server handles all of the e-mail for the network, and the Proxy Server ensures that students have no access to unauthorized Internet sites. There is also a system that backs up all server data on an ongoing basis, to be used in case of a server failure.

### Simplified Pictorial Representation of the ECOT Network Design





## **APPENDIX A**

### **Parent/Student Authorized Technology and Communications Use Policy and Release of Liability Form**

Thank you for your interest in enrolling with the Electronic Classroom of Tomorrow (ECOT). It is ECOT's intent to provide all students with a comprehensive learning experience that meets or exceeds all state educational requirements. ECOT has designed a state-of-the-art ECOT Wide Area Network (hereafter referred to as ECOTNET) to provide network connection services to our students and staff, in their own residences or student/parent designated learn centers, or other ECOT owned or operated facility. ECOTNET was designed to prevent access to objectionable materials and web sites. While we are confident that we are taking precautions necessary to prevent such problems, liability insurance concerns dictate that this form be signed by each student and a parent or guardian of each student as a condition of enrollment.

Parental involvement plays a critical role in the learning process under ECOT's program. The parent hereby agrees to fully cooperate with the ECOT educational staff in order to facilitate their children's education. It is important for the parent to acknowledge that the parent, not ECOT, is responsible for her or her child's behavior. ECOT has no school facility and its only means of control is through policies such as this.

ECOT provides each student with the tools & equipment necessary to access ECOTNET. ECOT provides PC, Monitor, and Printer/Scanner availability to each student. In situations where more than one student resides in one location, one computer will typically be provided for every two students as much of our curriculum can be completed off-line.

ECOT also optionally provides (if desired) a phone line or other form of connecting to the Internet for each student/parent-designated location. This phone line (if accepted) is only authorized to be used for connection to ECOTNET. No phone hardware is to be connected to this line unless specifically instructed to do so by ECOT staff for diagnostic purposes. Parent and Student understand and agree that by accepting an ECOT provided phone line, their address, name, and ECOT provided phone number may be published by the phone company and may appear in any corresponding published directories. Since no phone hardware is to be connected to this line, any resulting inbound calls should not be noticed. Long distance, third party charges, 900 calls, or any other calls or charges to the ECOT provided phone line are expressly forbidden. All such charges shall be the responsibility of the Parent and/or Student. ECOT reserves the right to cancel phone service or other form of Internet connection to any location where this policy has been violated. Should ECOT cancel phone service, Parent and/or Student are responsible for providing a suitable phone line at their own expense. The loss of ECOT provided phone service shall not be construed as a suspension or expulsion. This situation would be similar to a student losing bus transportation privileges to and from a local school. The Parent and/or Student would effectively be responsible for providing the "transportation" (via their own phone line/cable modem/DSL) to ECOT at their own expense. The expense of this connection would be similar to typical "book fees" for lost or damaged books or supplies. ECOT reserves the right, at its sole discretion, to either suspend phone or other connectivity service if ECOT funding becomes inadequate to cover costs, or to provide alternate access to ECOTNET, including but not limited to cable modem or DSL service. Should alternate access be provided, this service is subject to the same restrictions and conditions as ECOT provided phone service. Any service ordered by Parent or Student will not ever be the responsibility of ECOT and will not be transferred or ordered in ECOT's name.

ECOT makes no guarantee that the functions or the services provided by or through ECOTNET will be error-free or without defect. ECOT will not be responsible for financial obligations arising through the unauthorized use of ECOTNET or services used to connect with ECOTNET.

Use of this service is a privilege, and it is the responsibility of each user to utilize these services appropriately. By connecting a computer to the ECOT network, all users (Student, teachers and staff) are required to adhere to all city,



county, state and federal regulations, in addition to the following terms of acceptable use. Parent and Student understand that the violation of the following policies relating to this computer equipment is prohibited and could lead to disciplinary actions from the loss of non-essential computer functionality up to and including expulsion from ECOT. Please note that ECOT generally will not suspend students except as a temporary measure for those Students awaiting an Expulsion Hearing. A suspension within the framework of ECOT has little value to any party. This means that serious infractions of these policies may result in expulsion. Students expelled from ECOT may find it difficult to become enrolled in another public school. **ECOT MUST MAINTAIN ZERO TOLERANCE FOR SIGNIFICANT VIOLATIONS OF ECOT'S POLICIES!**

While the policies that follow may appear to be complex and intimidating, the intent behind them is fairly simple. ECOTNET access is provided for the purpose of educating students. Use or misuse of the ECOT provided computer equipment and phone line for any other purpose is a violation of policy that could result in personal liability of Parent and/or Student and furthermore may result in disciplinary action up to and including expulsion. The following policies detail this basic philosophy.

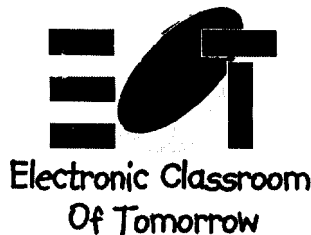
1. **AGREE TO ACCEPT FUTURE POLICIES AND FOLLOW INSTALLATION GUIDE.** Student and Parent agree to read, follow, and sign acknowledgement of receipt of all policies of ECOT including the ECOT Student/ Parent Handbook. Parent and Student furthermore agree to follow the Installation Guide provided upon delivery of the computer equipment and sign any Home Computer Use Subordination and Waiver agreements required by ECOT's vendors to define ownership rights of ECOT provided equipment.
2. **RESTRICT ACTIVITY AND MONITOR INFORMATION.** This computer equipment is not the property of the Student or Parent but is on loan as long as the Student is enrolled with ECOT. ECOT Network Services reserves the right to monitor at any time any computer connected to the network for the gathering of statistics, to ensure reliable operation of ECOTNET, and to maintain the safety and privacy of its users. This does not include unauthorized reading of data content, but by necessity, does include examining said data when an apparent breach of the policies set forth in this document has occurred. ECOT may delete any unauthorized files or programs at any time with or without warning.
3. **INSTALLATION OR DOWNLOADING OF ANY SOFTWARE OR EXECUTABLE FILES IS NOT PERMITTED WITHOUT EXPRESSED WRITTEN CONSENT OF ECOT.** The existence of any non-ECOT provided software or executable files on a Student computer unit shall be considered as evidence of a violation of this policy and may result in disciplinary action up to and including expulsion from ECOT.
4. **Installing ECOT computer equipment (including Monitor or Printer/Scanner) or other components to non-ECOT provided computers or networks is not permitted without express written consent of ECOT.**
5. **Student and Parent may not move ECOT equipment** from their residence or other designated site without advanced written permission from ECOT. It is the responsibility of both Student and Parent to notify ECOT with as much advanced notice as possible of any changing of residence. Students must formally withdrawal from ECOT in writing when moving out of the state of Ohio. Parent and student are responsible for the cost of relocating phone lines for all moves occurring within four months of initial installation or four months of the last move.
6. **ECOT EQUIPMENT SHALL NOT BE ABUSED, MISUSED, DISASSEMBLED, OR NEGLECTED.** It is not acceptable to modify the equipment in any way. You may not open any of the cabinetry, or add or remove any internal or external hardware component. You may not download or install any software application without express consent from the Office of the Director of Technology, ECOT. Any unauthorized modifications, removal or additions to the installed software base on the computer system as supplied to the student will be considered a violation of this policy. Parent and Student hereby accept responsibility for damages resulting from abuse, misuse, neglect, or disassembly of this equipment. Furthermore, Parent agrees to name owner of equipment as "Loss Payee" to cover ECOT computer equipment on their homeowner's or



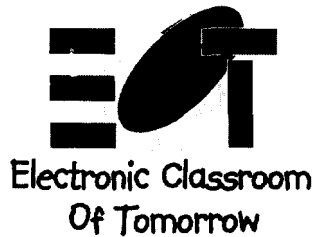
## Electronic Classroom Of Tomorrow

renter's insurance policy and provide ECOT with a copy of this certificate within 10 days of delivery of this computer equipment. If a homeowner's or renter's policy does not exist, please contact ECOT to make other arrangements.

7. **Student and Parent agree not to use ECOT supplied computer equipment to search for or to send for or to anyone, any material that is profane or obscene, that advocates illegal acts, or that advocates violence, harassment, or discrimination toward other people or any other unauthorized non-educational or objectionable material.** Objectionability is to be determined at the sole discretion of ECOT. Parent and Student shall hold ECOT harmless of any and all liability associated with any activity of Student or Parent relating to searching for, finding, sending, or viewing any material encountered due to violation of ECOT policies or outside ECOTNET. Parent and Student agree to report any objectionable material encountered in ECOTNET to the ECOT Help Desk immediately. ECOT is not responsible for outside materials transmitted from one Student to another or from a non-Student to a Student.
8. **FOR INTENDED USE ONLY. ECOT NOT RESPONSIBLE FOR PRINTER SUPPLIES.** All use of ECOTNET by Student must be in support of completing the educational tasks presented to Student. Student or Parent use of computer equipment in a manner other than as described herein or in the ECOT Student/Parent Handbook is prohibited. Specifically, use of this equipment is restricted to functions necessary to perform ECOT assigned work. The Director of Technology (or designee) may make an operational determination that particular uses are or are not consistent with the purposes of ECOTNET. Since ECOT is not in control of student printer use volume, Parent and Student are responsible for supplying all paper and ink for the printer.
9. **HACKING AND OTHER FORMS OF MISUSE.** It is not acceptable to use ECOTNET for illegal purposes. It is not acceptable to use ECOTNET to transmit libelous, disturbing, pornographic or harassing materials, through e-mail or any other medium. Receipt of any such unwanted materials should be reported to ECOT, and appropriate disciplinary action will be taken. It is not acceptable to send or receive objectionable files or documents, or to store same documents on any equipment supplied by ECOT. It is not acceptable to use ECOTNET so as to interfere with or disrupt network operation, networked resources, information, or communications traffic. Disruptions include, but are not limited to, propagation of computer "worms" and "viruses". Purchasing of goods or services, downloading of files or software, sending of non-ECOT email, participating in non-ECOT chat rooms, or attempting to subvert ECOT computer or Internet security measures are strictly prohibited.
10. **USE OF EMAIL, EGROUPS, CHAT, MESSAGE BOARDS AND SIMILAR ELECTRONIC COMMUNICATION.** ECOT students have e-mail access for communications with other students and teachers. Student-to-Student email is a privilege and is not an essential component necessary to receive an ECOT education. Violation of email or chat policy may result in the loss of this privilege, possibly for all students.
  - a. Student and Parent agree to not post chain letters or engage in "spamming". Spamming is sending an annoying or unnecessary message to a large number of people.
  - b. Students agree to check e-mail frequently, delete unwanted messages promptly, and stay within e-mail quotas.
  - c. Student and Parent agree to not use obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language. This applies to public messages, private messages, and material posted on Web pages.



- d. Student and Parent agree to not post information that could cause any form of damage or a danger of disruption.
  - e. Student and Parent agree to not engage in personal attacks, including harassing, prejudicial, or discriminatory attacks.
  - f. Student will not harass another person. Harassment is persistently acting in a manner that distresses or annoys another person. All requests by a recipient to stop sending messages to them must be honored.
  - g. Student will not knowingly or recklessly post false or defamatory information about any person or organization including ECOT.
  - h. Student and Parent will not repost or forward a private message without written permission of the person who sent the message. This policy does not apply to the forwarding of objectionable or disturbing correspondence or postings to an ECOT staff member for reporting purposes.
  - i. Student and Parent will not attempt to gain unauthorized access to ECOTNET or to any other computer system through ECOTNET or to go beyond your authorized access. This includes attempting to log in through another person's account or accessing another person's files. These actions are illegal, even if only for the purposes of "browsing".
  - j. Student and Parent will not use ECOTNET to engage in any commercial or illegal act, such as arranging for a drug sale or the purchase of alcohol, engaging in criminal gang activity, threatening the safety of a person, etc.
  - k. Student and Parent will not post private information about any person.
11. **PERSONAL SAFETY AND ECOTNET SECURITY.** Student will not post personal contact information about themselves or other people. Personal contact information includes address of residence, telephone, school address, work address, etc. Student shall not agree to meet with someone they have met online without Parent or Guardian approval. Parents should accompany students to this meeting. Students are responsible for their individual accounts and should take all reasonable precautions to prevent others from being able to use that account. Under no conditions should passwords be provided or made available to another person.
12. **STOLEN OR PROBLEMATIC EQUIPMENT.** Should student computer equipment be stolen, parent and student hereby agree to cooperate in the filing of a Police report with the local law enforcement agency. Student and Parent furthermore agree to notify the ECOT help desk of any problems with software or hardware as soon as detected.
13. **RETURN OF EQUIPMENT.** In the event that a student transfers to another school district, withdraws, graduates, drops out, is expelled or otherwise leaves ECOT, Parent and Student are responsible to **return all equipment in working order in the original packaging materials** to: ECOT c/o Xerox Connect, 4270 Glendale-Milford Road, Cincinnati, OH 45242. Parent and Student are responsible for the replacement cost of \$1300 (or repair cost, whichever is less) for all ECOT computer equipment not returned within 10 days of separation from ECOT or which is returned damaged. Please note that this equipment is paid for with State provided funds. All equipment not returned in accordance with this policy shall be reported to the appropriate authorities.
14. **INTERNET SERVICE PROVIDER.** An Internet Service Provider connection is provided by ECOT. This service is to be used only for the purpose of connecting with the ECOT Educational Delivery System. All Students will have access to Internet World Wide Web information through ECOTNET. This access is limited to sites approved by ECOT. Please contact your teacher to have additional sites approved that would be appropriate for all Students. No other Internet Service Provider is supported to access ECOT materials.



Those households with DSL or high-speed cable connections may utilize these services at their own expense to interface with ECOT's system. Please keep in mind that students working through such a connection may have unrestricted access to the Internet that cannot be controlled or monitored by ECOT.

15. **PLAGIARISM AND COPYRIGHT INFRINGEMENT.** Student and Parent may not plagiarize works found on the Internet. Plagiarism is taking the ideas or writings of others and presenting them as if they were yours. Student and Parent must respect the rights of copyright owners. Copyright infringement occurs when work is inappropriately reproduced that is protected by a copyright. If a work contains language that specifies appropriate use of that work, the expressed requirements should be followed. Students and parents unsure whether or not they can use a work should request permission from the copyright owner. Copyright law can be very confusing. If you have questions ask a teacher.
16. Use of this service is a privilege, and it is the responsibility of each user to utilize these services appropriately. Routine maintenance and monitoring of ECOTNET may lead to discovery of violations of ECOT Policy or the law. An individual search will be conducted if there is reasonable suspicion of a violation of any ECOT Policy or the law. The investigation will be reasonable and related to the suspected violation(s). ECOT will cooperate fully with local, state, or federal officials in any investigation related to any illegal activities conducted through ECOTNET. Any actions that are deemed a violation of these policies may result in termination of services, suspension or expulsion, and/or monetary fine and/or referral to the proper authorities. Users are subject to any applicable school and/or criminal sanctions and procedures.



*Managed  
Services  
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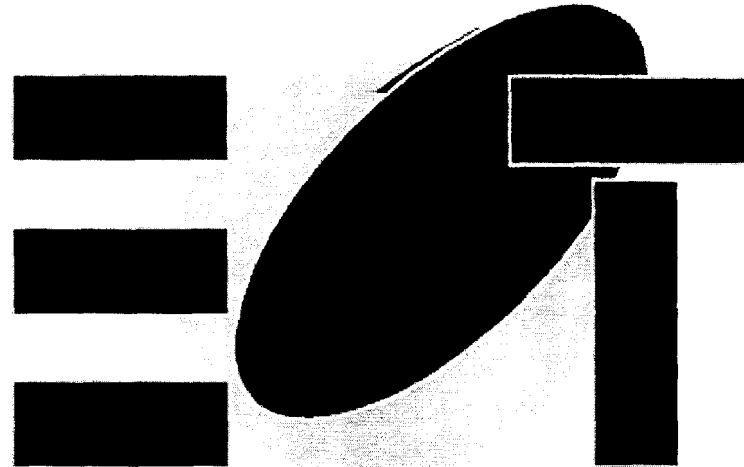
*Integrated  
Services  
Desk*



*Hardware  
Service &  
Support*



*Asset  
Management  
Group*



# Electronic Classroom Of Tomorrow

Appendix B

'Electronic Classroom of Tomorrow'  
Helpdesk Support Services  
Monthly Report 'April 2001'





**Managed  
Services  
Group**

*Integrated  
Services  
Desk*



*Hardware  
Service &  
Support*



*Asset  
Management  
Group*

# Overview



## Report Period:

- April 1 – April 30, 2001

## Phone Stats:

- Total Calls Offered 2791
- Calls Answered 2551
- Weekend Calls 235

(Not Included in Phone ACD Stats)

## Xpert Web Stats:

- Total Tickets 2504
  - Total Helpdesk Tickets 2477
  - Tickets Escalated to 2nd Tier 151 (6.1%)



Managed  
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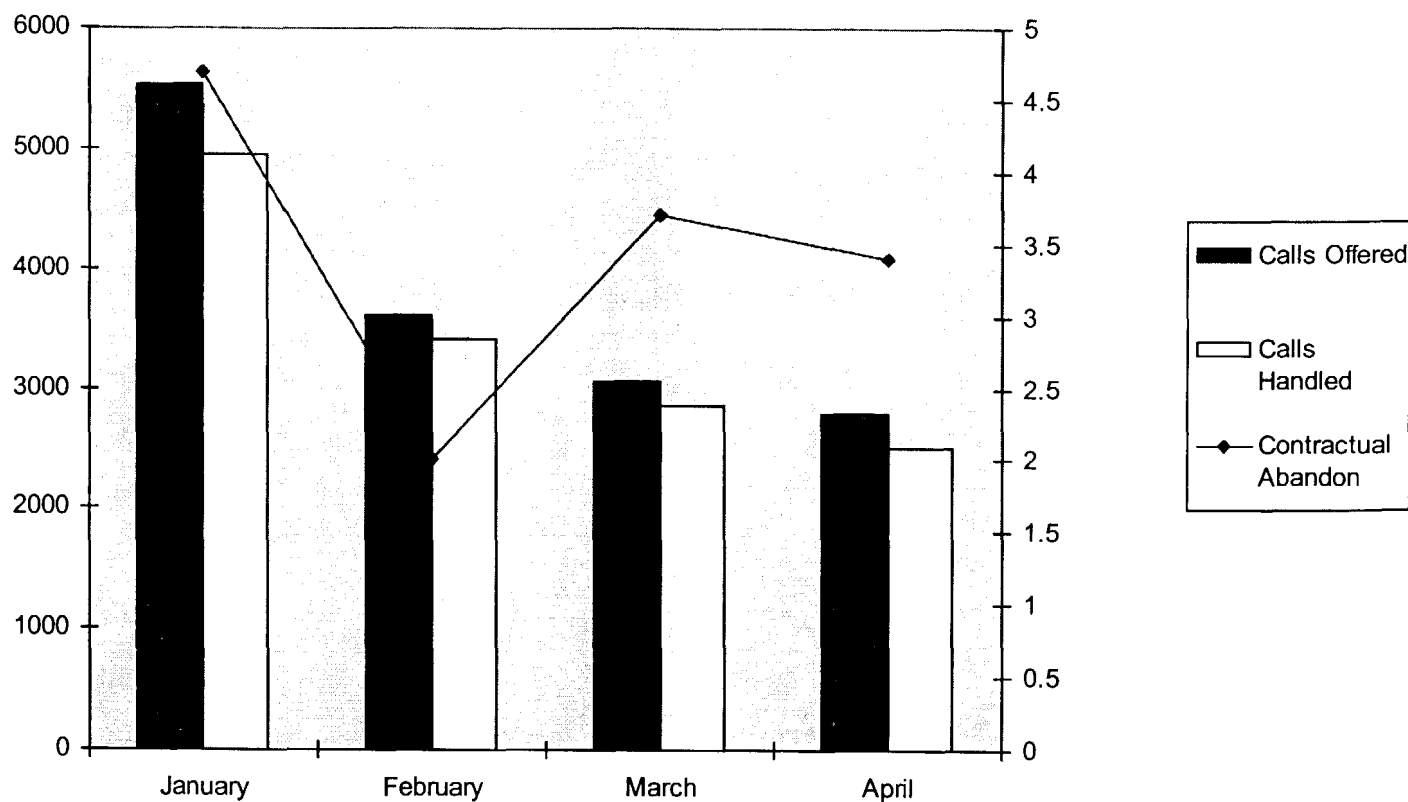
Integrated  
Services  
Desk

Hardware  
Service &  
Support

Asset  
Management  
Group

# ACD Analysis

## Call Handling



- Call volume are totals for each month of the period.
- Abandon Rate is calculated on calls that are dropped after 60 second SLA mark.



Managed  
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Integrated  
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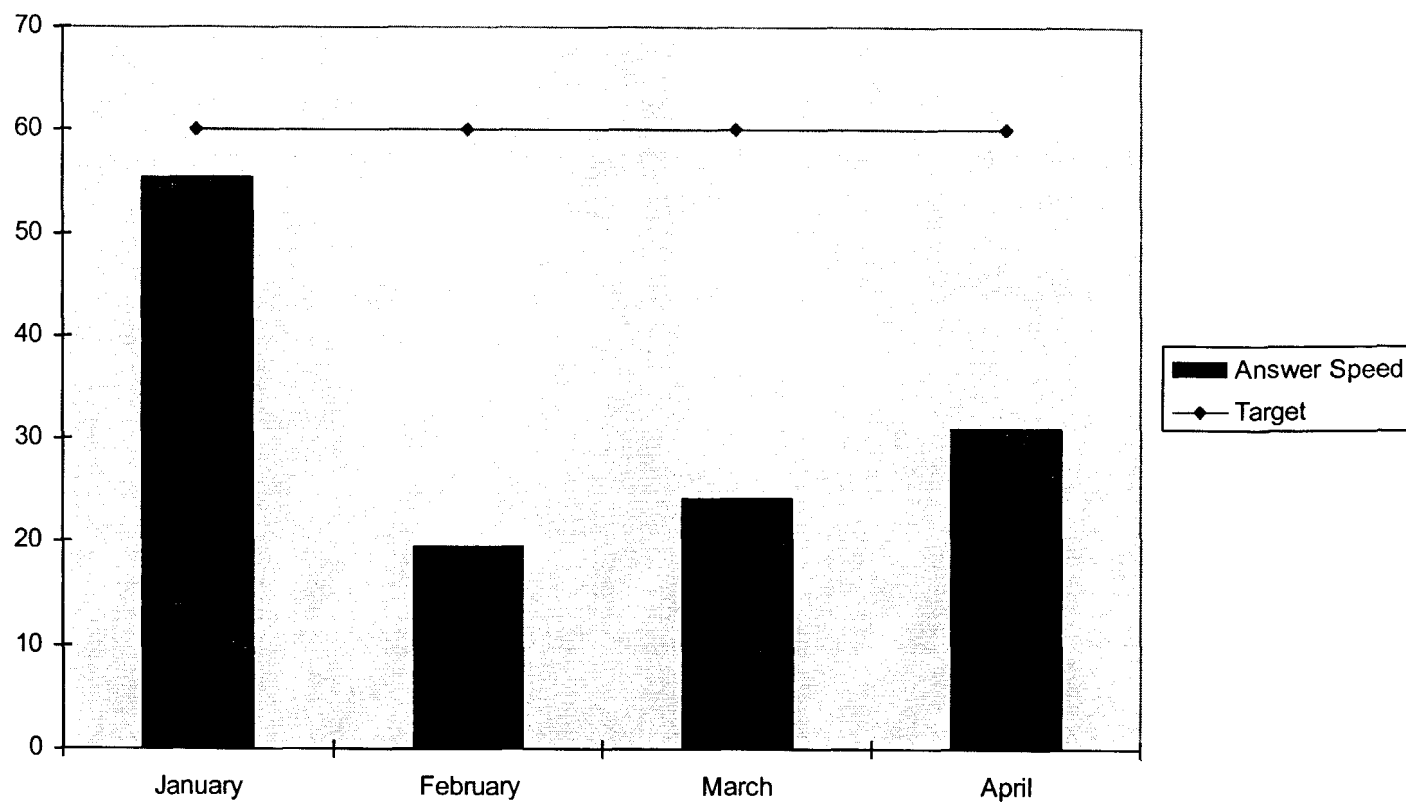
Hardware  
Service &  
Support



Asset  
Management  
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# ACD Analysis

## Average Speed of Answer



• Answer Speed was in was within target for the month.

**Managed Services Group**

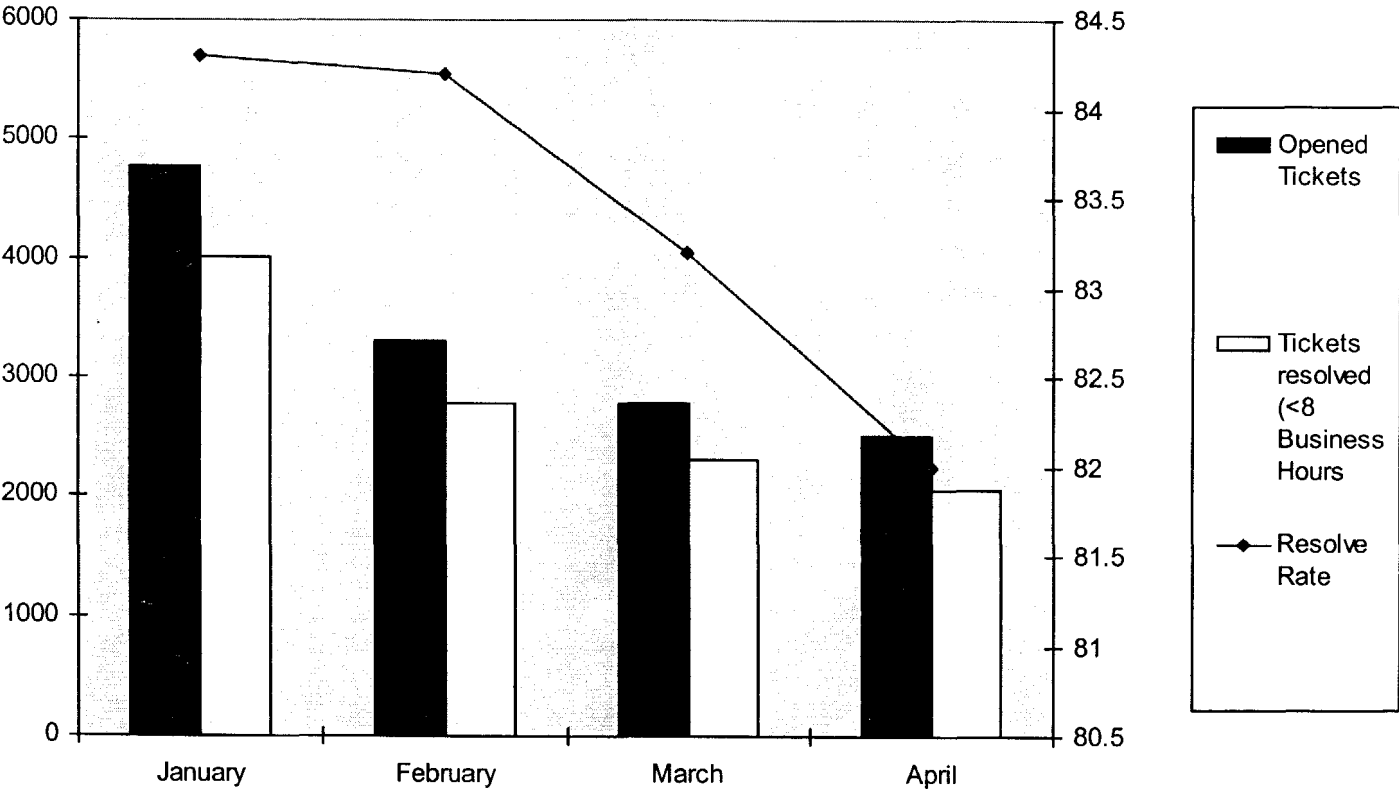
Integrated Services Desk

Hardware Service & Support

Asset Management Group

# Ticket Analysis

## 8 Hour Resolution Rate



- Standard SLA is “Calls Resolved in < 8 Business Hours”
- Tickets Apply to Helpdesk Opened **ONLY**
- Resolve is based on issues opened and closed the same day.
- Weekday Average: 83.2%



# Ticket Analysis

## Average Active Time

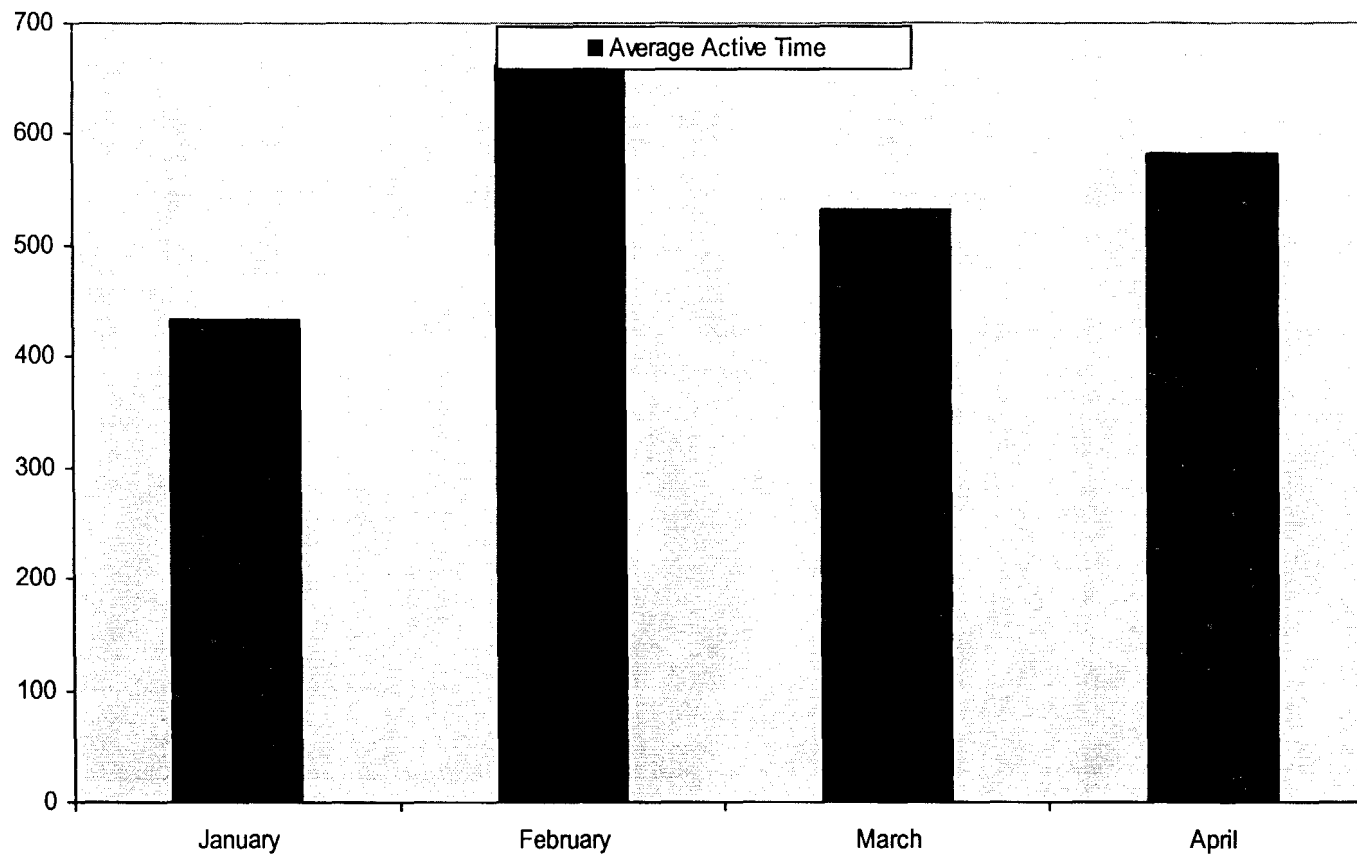


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- Time is measured in seconds
- Average based on Talk+Wrap (including Research).
- Resolution time was within target for the month (8 Business Hours – Weekdays).



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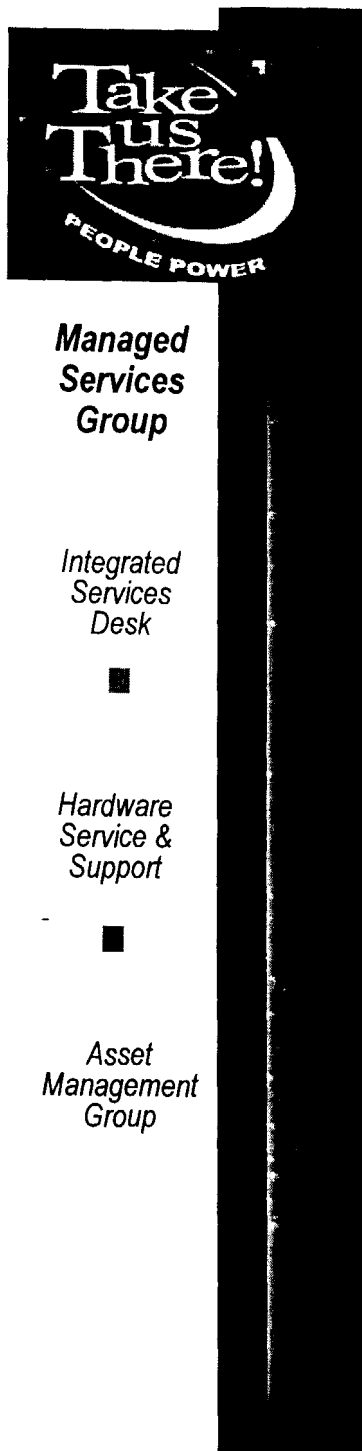
# ***Ticket Analysis***



## ■ Top 10 Student callers

• Nakima S	16
• Christina J	14
• Robert W	14
• Jeffrey C	12
• Jeffrey K	12
• Alicia B	11
• John M	11
• Lorelee S	11
• Stephan	11
• Adam	10
<hr/>	
TOTAL	122

Note: Top 10 'Students' comprise 4.9 % of all calls.



# ***Ticket Analysis***

## ■ Top 10 Teacher callers

• Midge	34
• Ted	18
• Deborah	15
• B.J. R	14
• Dawn	14
• Linda	12
• Kristina	10
• Lawana	10
• Patrick	9
• Lisa	9

• Total 145

Top 10 Teachers comprise 5.8% of all calls



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Services  
Desk

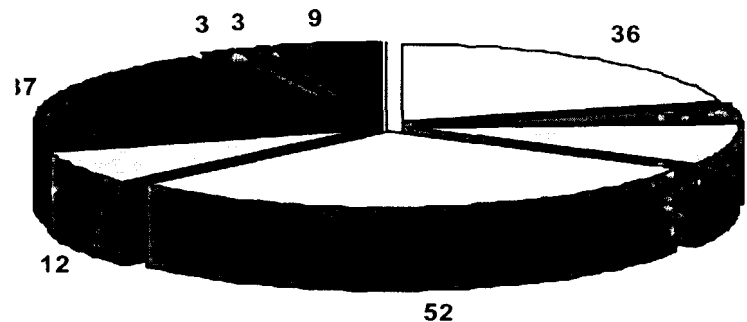


Hardware  
Service &  
Support



Asset  
Management  
Group

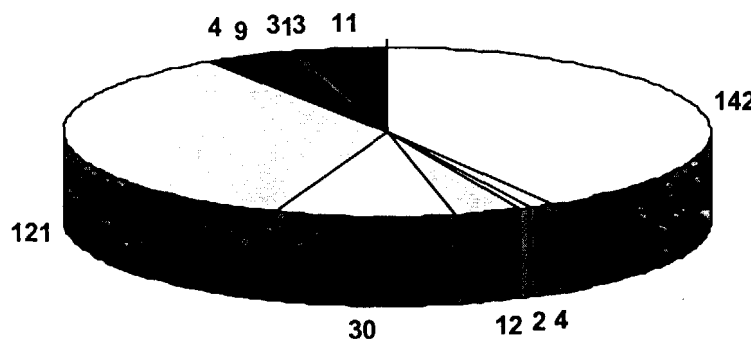
# Call Types Top 10 Types



## Hardware/Desktop

6.9% of All Tickets

• 173 tickets generated from Hardware/Desktop issues



## Hardware/Printer

13.7% of All Tickets

• 342 tickets generated from Printer issues

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|--|--|--|--|---|
| <input type="checkbox"/> A+              | <input type="checkbox"/> ADDRESS BOOK    | <input type="checkbox"/> ADMIN           | <input type="checkbox"/> ADMINISTRATION  | <input type="checkbox"/> ATTACHMENT     |
| <input type="checkbox"/> BROWSE          | <input type="checkbox"/> CAN NOT CONNECT | <input type="checkbox"/> CAN NOT PRINT   | <input type="checkbox"/> CHILD U         | <input type="checkbox"/> CONFIG         |
| <input type="checkbox"/> CONFIGURATION   | <input type="checkbox"/> CONNECTIONS     | <input type="checkbox"/> CONNECTIVITY    | <input type="checkbox"/> CURRICULUM      | <input type="checkbox"/> DISPATCH       |
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| <input type="checkbox"/> E-MAIL MESSAGES | <input type="checkbox"/> ERROR MESSAGES  | <input type="checkbox"/> FOLDERS         | <input type="checkbox"/> GENERAL DIAGS   | <input type="checkbox"/> HANG UP        |
| <input type="checkbox"/> HARDWARE        | <input type="checkbox"/> HOW TO          | <input type="checkbox"/> INSTALL         | <input type="checkbox"/> LAN ADMIN       | <input type="checkbox"/> LEARN.COM      |
| <input type="checkbox"/> MAIL MESSAGES   | <input type="checkbox"/> MODEMS          | <input type="checkbox"/> MOVE/ADD/CHANGE | <input type="checkbox"/> NETWORKING      | <input type="checkbox"/> NO DRIVERS     |
| <input type="checkbox"/> OPTIONS         | <input type="checkbox"/> OTHER           | <input type="checkbox"/> OUT OF SCOPE    | <input type="checkbox"/> PASSWORD        | <input type="checkbox"/> PASSWORD RESET |
| <input type="checkbox"/> PASSWRD RSET    | <input type="checkbox"/> PERFORMANCE     | <input type="checkbox"/> PROCUREMENT     | <input type="checkbox"/> RUNNING APPS    | <input type="checkbox"/> SECURITY       |
| <input type="checkbox"/> SEND/RECEIVE    | <input type="checkbox"/> SERVER DOWN     | <input type="checkbox"/> STATUS CALL     | <input type="checkbox"/> SYSTEM FREEZE   | <input type="checkbox"/> USAGE          |
| <input type="checkbox"/> USER INTERFACE  | <input type="checkbox"/> UTILITIES       | <input type="checkbox"/> WRONG NUMBER    |  |   |





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Integrated  
Services  
Desk

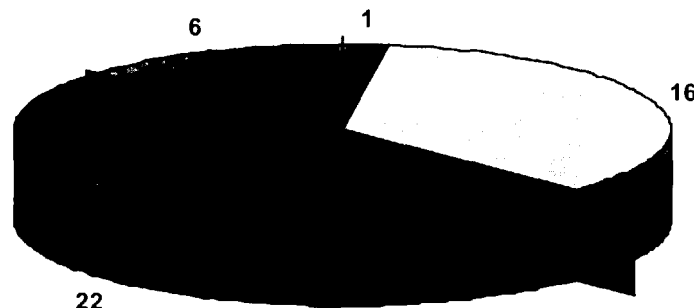


Hardware  
Service &  
Support



Asset  
Management  
Group

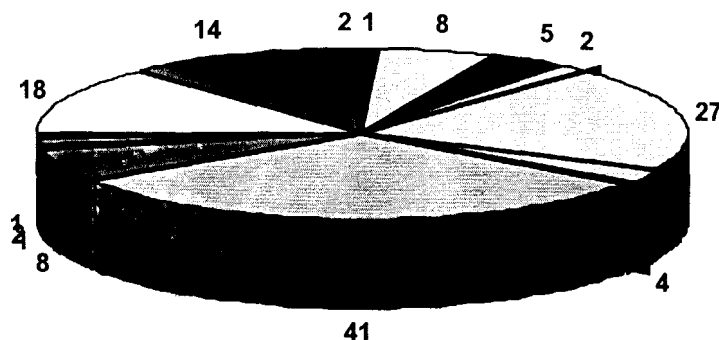
# Call Types Top Ten Types



## Hardware/Telephone

*1.8 % of All Tickets*

• 45 tickets generated from telephone install inquiries



## E-Mail

*5.4 % of All Tickets*

• 134 Tickets for E-Mail issues

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| <input type="checkbox"/> BROWSE          | <input type="checkbox"/> CAN NOT CONNECT | <input type="checkbox"/> CAN NOT PRINT   | <input type="checkbox"/> CHILD U         | <input type="checkbox"/> CONFIG         |
| <input type="checkbox"/> CONFIGURATION   | <input type="checkbox"/> CONNECTIONS     | <input type="checkbox"/> CONNECTIVITY    | <input type="checkbox"/> CURRICULUM      | <input type="checkbox"/> DISPATCH       |
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| <input type="checkbox"/> HARDWARE        | <input type="checkbox"/> HOW TO          | <input type="checkbox"/> INSTALL         | <input type="checkbox"/> LAN ADMIN       | <input type="checkbox"/> LEARN.COM      |
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| <input type="checkbox"/> OPTIONS         | <input type="checkbox"/> OTHER           | <input type="checkbox"/> OUT OF SCOPE    | <input type="checkbox"/> PASSWORD        | <input type="checkbox"/> PASSWORD RESET |
| <input type="checkbox"/> PASSWRD RSET    | <input type="checkbox"/> PERFORMANCE     | <input type="checkbox"/> PROCUREMENT     | <input type="checkbox"/> RUNNING APPS    | <input type="checkbox"/> SECURITY       |
| <input type="checkbox"/> SEND/RECEIVE    | <input type="checkbox"/> SERVER DOWN     | <input type="checkbox"/> STATUS CALL     | <input type="checkbox"/> SYSTEM FREEZE   | <input type="checkbox"/> USAGE          |
| <input type="checkbox"/> USER INTERFACE  | <input type="checkbox"/> UTILITIES       | <input type="checkbox"/> WRONG NUMBER    |  |   |



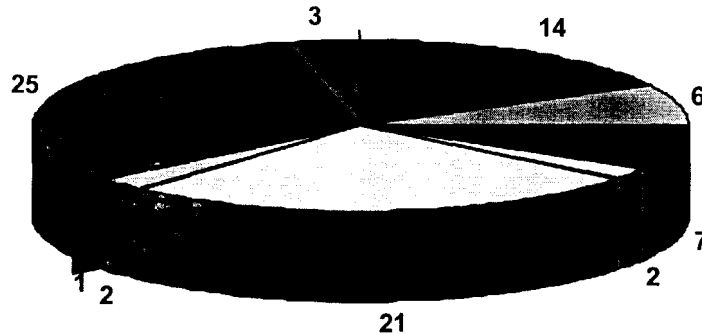
Managed  
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Integrated  
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Hardware  
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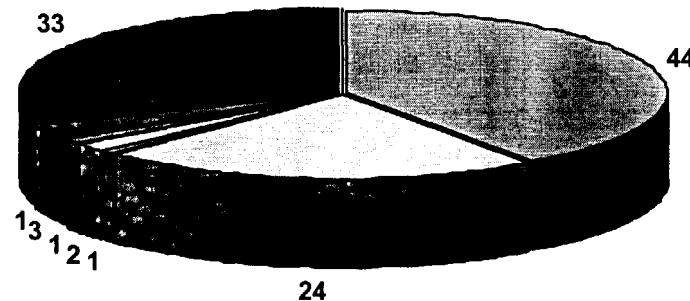
# Call Types Top Ten Types



## NOS

3.2 % of All Tickets

• 21 for Network operating system errors



## Operating System

4.4 % of All Tickets

• 44 tickets generated from general operation system configuration questions.

- A+
- BROWSE
- CONFIGURATION
- DISPLAY
- E-MAIL MESSAGES
- HARDWARE
- MAIL MESSAGES
- OPTIONS
- PASSWRD RSET
- SEND/RECEIVE
- USER INTERFACE

- ADDRESS BOOK
- CAN NOT CONNECT
- CONNECTIONS
- DOWNLOAD
- ERROR MESSAGES
- HOW TO
- MODEMS
- OTHER
- PERFORMANCE
- SERVER DOWN
- UTILITIES

- ADMIN
- CAN NOT PRINT
- CONNECTIVITY
- DRIVE MAP-HOME
- FOLDERS
- INSTALL
- MOVE/ADD/CHANGE
- OUT OF SCOPE
- PROCUREMENT
- STATUS CALL
- WRONG NUMBER

- ADMINISTRATION
- CHILD U
- CURRICULUM
- DUPLEX PRINTING
- GENERAL DIAGS
- LAN ADMIN
- NETWORKING
- PASSWORD
- RUNNING APPS
- SYSTEM FREEZE

- ATTACHMENT
- CONFIG
- DISPATCH
- EDITING
- HANG UP
- LEARN.COM
- NO DRIVERS
- PASSWORD RESET
- SECURITY
- USAGE



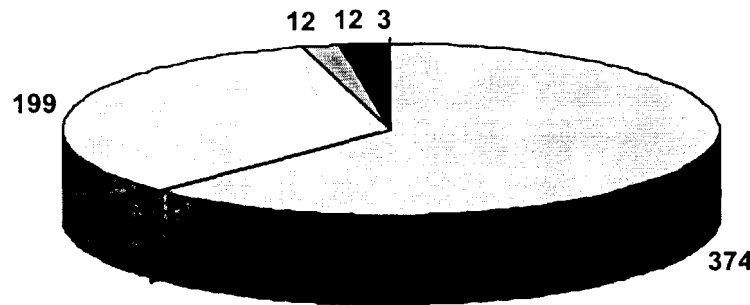
**Managed  
Services  
Group**

**Integrated  
Services  
Desk**

**Hardware  
Service &  
Support**

**Asset  
Management  
Group**

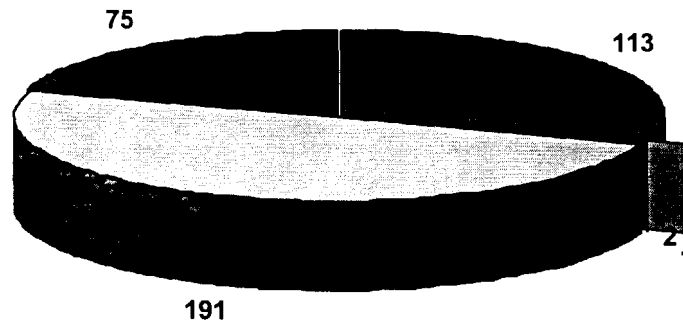
# Call Types Top Ten Types



## Remote Access

24 % of All Tickets

• 374 tickets were generated for people having a problem making a dial up connection.



## Telecom

15.3 % of All Tickets

• 191 calls from users checking the status of previously opened tickets.

- |  |  |  |  |   |
|--|--|--|--|---|
| <input type="checkbox"/> A+              | <input type="checkbox"/> ADDRESS BOOK    | <input type="checkbox"/> ADMIN           | <input type="checkbox"/> ADMINISTRATION  | <input type="checkbox"/> ATTACHMENT     |
| <input type="checkbox"/> BROWSE          | <input type="checkbox"/> CAN NOT CONNECT | <input type="checkbox"/> CAN NOT PRINT   | <input type="checkbox"/> CHILD U         | <input type="checkbox"/> CONFIG         |
| <input type="checkbox"/> CONFIGURATION   | <input type="checkbox"/> CONNECTIONS     | <input type="checkbox"/> CONNECTIVITY    | <input type="checkbox"/> CURRICULUM      | <input type="checkbox"/> DISPATCH       |
| <input type="checkbox"/> DISPLAY         | <input type="checkbox"/> DOWNLOAD        | <input type="checkbox"/> DRIVE MAP-HOME  | <input type="checkbox"/> DUPLEX PRINTING | <input type="checkbox"/> EDITING        |
| <input type="checkbox"/> E-MAIL MESSAGES | <input type="checkbox"/> ERROR MESSAGES  | <input type="checkbox"/> FOLDERS         | <input type="checkbox"/> GENERAL DIAGS   | <input type="checkbox"/> HANG UP        |
| <input type="checkbox"/> HARDWARE        | <input type="checkbox"/> HOW TO          | <input type="checkbox"/> INSTALL         | <input type="checkbox"/> LAN ADMIN       | <input type="checkbox"/> LEARN.COM      |
| <input type="checkbox"/> MAIL MESSAGES   | <input type="checkbox"/> MODEMS          | <input type="checkbox"/> MOVE/ADD/CHANGE | <input type="checkbox"/> NETWORKING      | <input type="checkbox"/> NO DRIVERS     |
| <input type="checkbox"/> OPTIONS         | <input type="checkbox"/> OTHER           | <input type="checkbox"/> OUT OF SCOPE    | <input type="checkbox"/> PASSWORD        | <input type="checkbox"/> PASSWORD RESET |
| <input type="checkbox"/> PASSWRD RSET    | <input type="checkbox"/> PERFORMANCE     | <input type="checkbox"/> PROCUREMENT     | <input type="checkbox"/> RUNNING APPS    | <input type="checkbox"/> SECURITY       |
| <input type="checkbox"/> SEND/RECEIVE    | <input type="checkbox"/> SERVER DOWN     | <input type="checkbox"/> STATUS CALL     | <input type="checkbox"/> SYSTEM FREEZE   | <input type="checkbox"/> USAGE          |
| <input type="checkbox"/> USER INTERFACE  | <input type="checkbox"/> UTILITIES       | <input type="checkbox"/> WRONG NUMBER    |  |   |



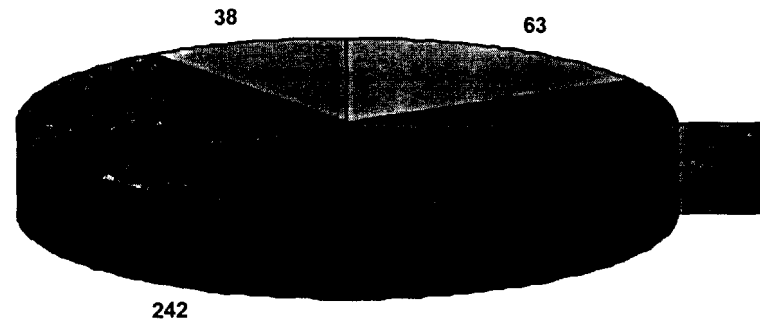
Managed  
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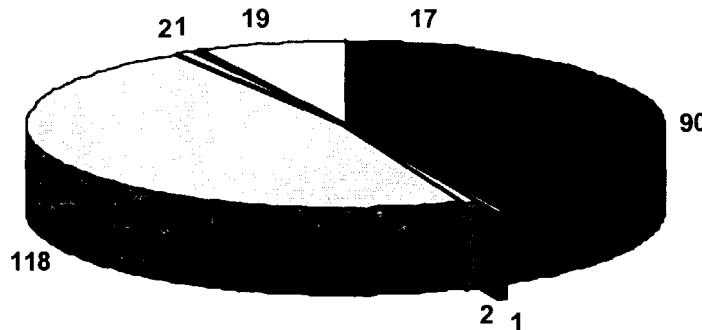
# Call Types Utilities



## Utilities

15% of All Tickets

- Curriculum generated 242 tickets
- 63 A+ questions
- 32 Child U calls
- 38 Learn. Com tickets



## Web Browsers

10 % of All Tickets

- Connectivity generated 90 tickets
- Error Messages generated 118 tickets"

☐ A+  
☐ BROWSE  
☐ CONFIGURATION  
☐ DISPLAY  
☐ E-MAIL MESSAGES  
☐ HARDWARE  
☐ MAIL MESSAGES  
☐ OPTIONS  
☐ PASSWRD RSET  
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*Managed  
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*Hardware  
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## ***Next Steps...***



### **Month of May 2001:Focus On:**

- Continue to Develop MRB to specific fixes within ECOT environment
- Work to achieve consistent TIP data.
- Work to decrease call resolution times through continued training